



**COUNTY OF SAN DIEGO**  
Great Government Through the General Management System – Quality, Timeliness, Value  
**DEPARTMENT OF HUMAN RESOURCES**

**CLASS SPECIFICATION**

**CLASSIFIED**

**COORDINATOR, VOLUNTEER SERVICES**

**Class No. 006344**

**■ CLASSIFICATION PURPOSE**

To plan, develop, implement, coordinate and monitor volunteer projects and programs to involve community groups and private companies in public service; and to perform related work as required.

**■ DISTINGUISHING CHARACTERISTICS**

Coordinator, Volunteer Services is a paraprofessional class. Under general supervision, this class has primary responsibility for implementing volunteer programs in a county department. This class is distinguished from the next higher class, Coordinator, Volunteer and Public Services, in that the latter is a professional class responsible for planning, marketing, developing and implementing programs with larger, more complex levels of activity.

**■ FUNCTIONS**

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Conducts needs assessments for volunteer services in a county facility.
2. Implements established policies and procedures for administering volunteer programs.
3. Recruits, interviews and places volunteers.
4. Measures, analyzes and prepares recommendations for improvements to volunteer program components.
5. Assists in the implementation of training and evaluation programs.
6. Assesses interests and/or skills of volunteers/work assignees to correspond with the needs and interests of the manager.
7. Develops brochures and other publications.
8. Writes press releases and written reports.
9. Makes oral presentations to citizen groups.
10. Supervises on-site volunteers and oversees administrative functions.
11. Develops department-wide volunteer programs and new policies and procedures, recruitment, training, evaluations and record keeping.
12. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Non-Essential Function:

1. Assists in fundraising activities.

**■ KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

- Principles and practices of coordinating volunteer services.

- Principles and practices of recruiting volunteer staff members.
- Available citizen volunteer resources in San Diego County.
- San Diego County news media resources.
- Techniques of program design, implementation and evaluation.
- Principles of management and administration.
- County customer service objectives and strategies.

Skills and Abilities to:

- Communicate effectively orally and in writing.
- Train and assign volunteer staff to assignments where they can be best utilized.
- Develop, implement and administer training programs.
- Supervise volunteer staff.
- Create marketing materials such as flyers, brochures and press releases.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: At least two (2) years of experience developing, implementing, coordinating and monitoring citizen volunteer programs; with at least one (1) year of experience speaking in front of large groups, civic organizations or public gatherings.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Frequent: sitting. Occasional: walking, standing, repetitive use of hands, simple grasping with hands, pushing and pulling, reaching above and below shoulder level, and lifting and carrying files weighing up to 15 pounds.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

None Required.

### Working Conditions

Incumbent will be required to work on Saturdays and attend evening meetings as dictated by the needs of the department. Works in an office environment, and is exposed to computer screens.

### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

### Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: December 11, 1979**  
**Revised: April 23, 1986**  
**Revised: March 26, 2001**  
**Reviewed: Spring 2003**  
**Revised: June 10, 2004**  
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Coordinator, Volunteer Services (Class No. 006344)

Union Code: PS

Variable Entry: Y